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**VIA ELECTRONIC FILING**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

**Re: Ex Parte communications on VRS survey results**

In the Matter of Structure and Practices of the Video Relay Service Program, CG  
Docket 10-51; Telecommunication Relay Services and Speech-to-Speech Services for  
Individuals with Hearing and Speech Disabilities, CG Docket 03-123

Dear Ms. Dortch:

In 2016, the Technology Access Program at Gallaudet University, along with  
Telecommunications for the Deaf and Hard of Hearing Inc., and the National  
Association of the Deaf, conducted an online user survey on Video Relay Service  
quality aspects.

The purpose of this survey was to explore user perceptions of video relay service  
quality, especially as relates to interpreting. The results, from selected questions,  
are included in this filing.

Respectfully submitted,

*/s/ Christian Vogler*  
Director, Technology Access Program

Director, Director, Rehabilitation Engineering  
Research Center on Technology for the Deaf and  
Hard of Hearing  
Gallaudet University

*/s/ Claude L. Stout*  
Executive Director  
Telecommunications for the Deaf and Hard of  
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*/s/ Zainab Alkebsi*  
Policy Counsel, Law and Advocacy Center,  
National Association of the Deaf